

**IMPORTANT SAFETY RECALL**

<Date>

<Name>

<Address>

<Address 2> (if applicable; if not, remove this line)

<City, State, ZIP>

This notice applies to your vehicle, <VIN>

NHTSA Recall No: 21V-00B

Dear Tesla Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Tesla, Inc. has decided that certain Model Year 2014-2021 Model S vehicles fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") No. 113 "Hood Latch System." Our records show that you are the owner of a vehicle affected by this action.

**REASON FOR THIS RECALL**

The front trunk latch assembly may be misaligned during vehicle production, preventing the secondary hood latch from engaging as required by FMVSS No. 113. If the primary latch is inadvertently released and the secondary latch is not engaged, the hood could open unexpectedly, obstructing the driver's view and increasing the risk of a crash.

**WHAT TESLA WILL DO**

At no charge to you, Tesla Service will inspect and reposition the latch assembly as necessary.

**WHAT YOU SHOULD DO**

Please schedule a service appointment through your Tesla mobile app. Alternatively, if you wish to contact your nearest Tesla Service Center or require technical assistance, please visit [www.tesla.com/findus](http://www.tesla.com/findus) or call 1-877-79-TESLA (1-877-798-3752). For awareness, the inspection will take only a few minutes, and repositioning of the latch assembly, if necessary, will take approximately 20 minutes. The repair and the inspection may be completed by Tesla Mobile Service where available.

If you previously paid for a repair that addresses the recall described in this notice, you may be eligible for a refund. To verify eligibility and learn how to request a refund, please contact Tesla online by visiting [www.tesla.com/support/contact](http://www.tesla.com/support/contact) or by calling 1-877-79-TESLA (or 1-877-798-3752). Additional detail can be found in our General Recall Reimbursement Plan, which is available online at <https://www.tesla.com/sites/default/files/downloads/tesla-recall-reimbursement-plan.pdf>.

If you believe that Tesla has failed or is unable to remedy this defect without charge or within a reasonable time, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590, by calling 1-888-327-4236 (TTY: 1-800-424-9153), or by visiting [www.safercar.gov](http://www.safercar.gov).

Federal law requires any lessor who receives a notification of a noncompliance or safety-related defect determination pertaining to any leased motor vehicle to send the notice to the lessee within 10 days.

If you no longer own the vehicle, update vehicle ownership in your Tesla Account. For more details adding or removing vehicles from your Tesla Account, visit [www.tesla.com/support/account-support#add-remove-products](http://www.tesla.com/support/account-support#add-remove-products).

Thank you for being a Tesla customer. We are committed to ensuring that your vehicle provides the highest possible level of safety.

**TESLA, INC.**